Quick Start Guide

Alcatel would like to thank you for your purchase. We hope you will enjoy your high-quality mobile communication experience.

For more information about your phone or to download the complete user manual version, please visit https://us.alcatelmobile.com

BC

alcatel

English - CJB2CV0TBAAA

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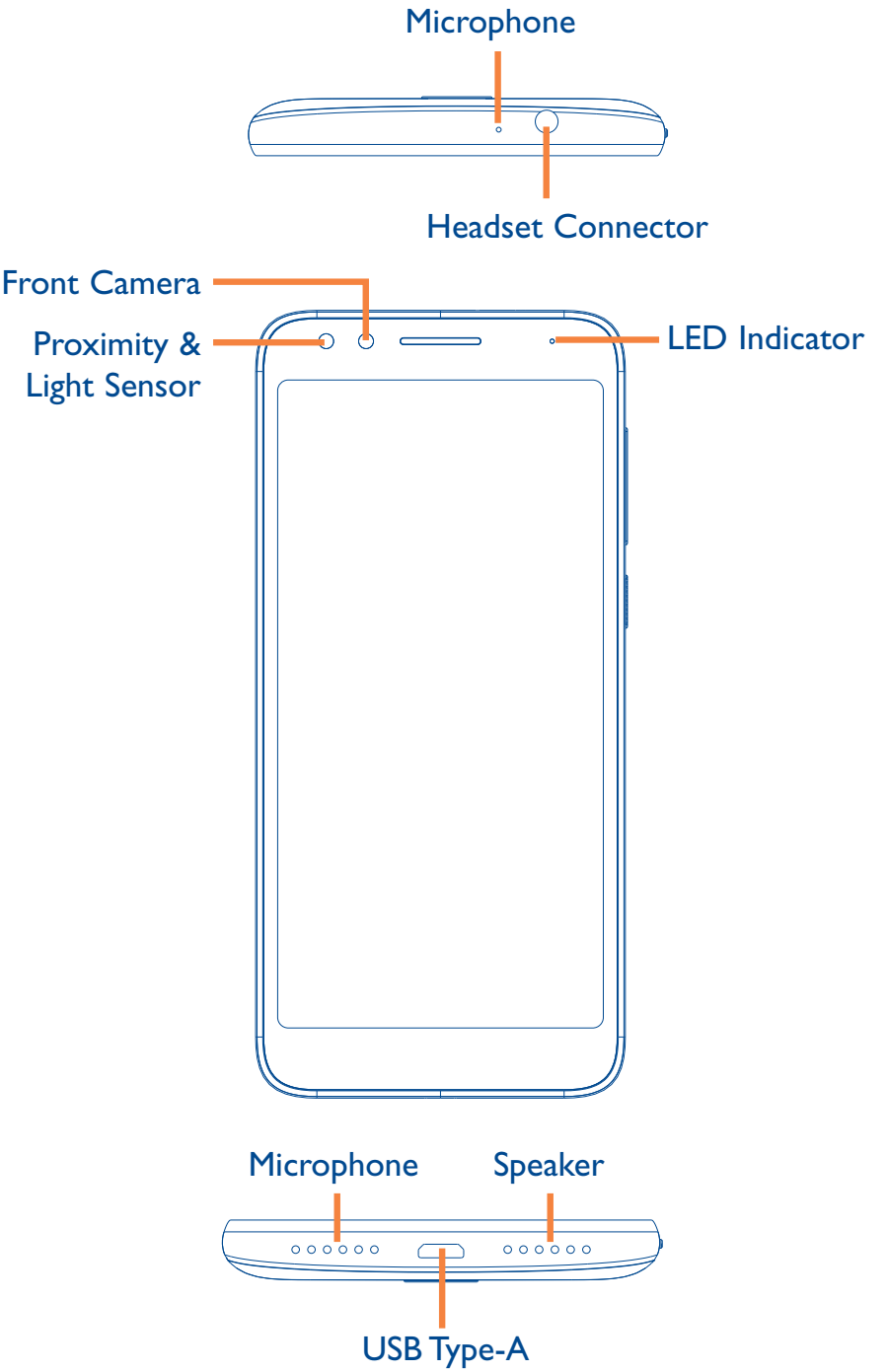
www.sar-tick.com

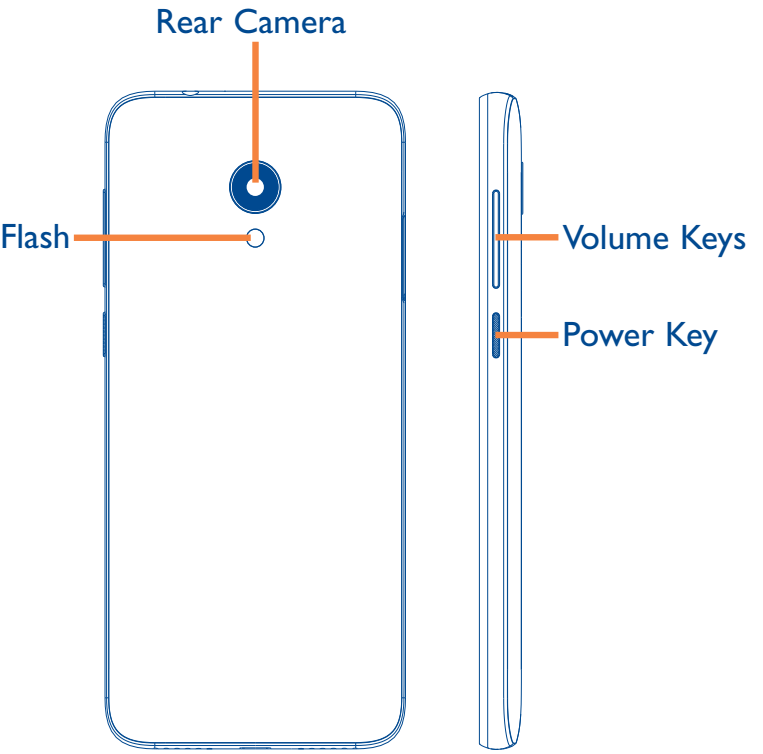
This product meets applicable national SAR limits of 1.6 W/kg. The specific maximum SAR values can be found on page 23 of this user guide. When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 10 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

Your Device

1.1 Keys and Connectors





Recent Apps button

- Touch to open a card view of applications you've worked with recently.

Home button

- From any application or screen, touch to return to the Home screen.
- Long press to turn on Google Now. You can get help such as getting directions and restaurant information based on the content detected on the screen.

Back button

- Touch to go back to the previous screen, or close a dialog box, options menu, the Notification panel, etc.

Power key

- Press: Lock the screen/Light up the screen.
- Press and hold: Show the popup menu to select from Power off/Restart.
- Press and hold the **Power** key and **Volume down** key to make a screenshot.
- Press and hold the **Power** key for at least 10 seconds to force reboot.

Volume Keys

- In call mode, adjusts the earpiece or headset volume.
- In Music/Video/Streaming mode, adjusts the media volume.
- In general mode, adjusts the ringtone volume.
- Mutes the ringtone of an incoming call.
- In camera preview mode, press **Volume** key to take a photo or press and hold to make burst shot.

1.2 SIM Card

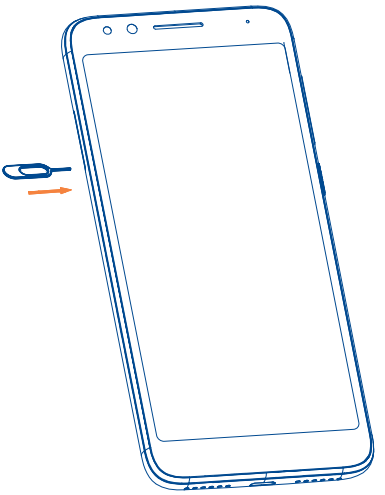
The SIM (Subscriber Identity Module) card identifies your device to the wireless network. You can't make or receive phone calls without a properly installed SIM card unless it's an emergency call (911).

You don't need to power off your device before inserting or removing the SIM card.

Note: Your phone only supports NANO SIM cards. Do not attempt to insert other SIM types like mini and micro cards to avoid damage to your device.

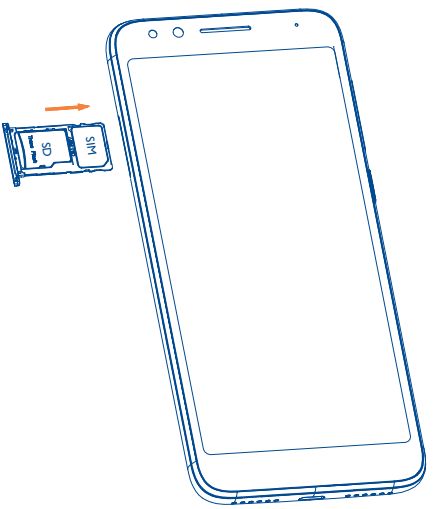
1.2.1 Insert/Remove the NanoSIM and MicroSD™ Cards

1. Use a SIM pin to open the slot.



Note: Please only use a SIM pin to open the slot. Do not use other tools like paperclips, needles, etc. to aviod damage to your device.

2. Insert/Remove the SIM card and MicroSD card.



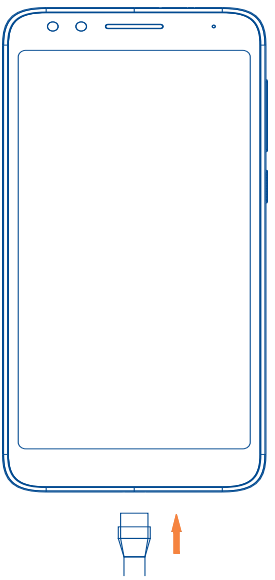
Note: MicroSD Cards are sold separately.

1.3 Battery

To optimize battery performance, be sure to fully charge your device before using it for the first time.

1.3.1 Charging the Device

1. Insert the small end of the charging cable into the charge port as shown.



2. Connect charger to power outlet

Note: Please use the cable that came with your device. Using other cables may damage the charging port or reduce battery performance.

1.3.2 Optimize Battery Life

To optimize battery life, adjust your screen brightness and display timeout.

1. **Adjusting brightness level:** Lowering your screen brightness level can optimize your battery level. To adjust the brightness level, from the Home screen, touch **> Settings > Display > Brightness level**. To lower the brightness level, move the wheel to the left.
2. **Power Saving Mode:** Power Saving mode minimizes battery usage to extend battery life. To turn on your Power Saving mode, from the Home screen, touch **> Settings > Battery**. Then turn on the **Intelligent power saving standby** and the **Battery saver**.

1.4 Home Screen

You can bring all the items (applications, shortcuts, folders and widgets) you love or use most frequently to your Home screen for quick access. Touch the **Home** key to get instant access to the Home screen.

Status bar

- Touch and drag down to open the notifications panel.

Search bar

- Touch ❶ to enter text search screen.
- Touch ❷ to enter voice search screen.

Favorite applications tray

- Touch to enter the applications.
- Touch and hold to move or change applications.

Home key

Recent apps

- Touch to view recent apps.

Back

- Touch to go back to last screen.

Home screen is provided in an extended format to allow more space for adding applications, shortcuts etc. Slide all Home screens horizontally left and right to get a complete view of the Home screens. The white circles at the lower part of the screen indicate which screen you are viewing.

1.4.1 Status Bar

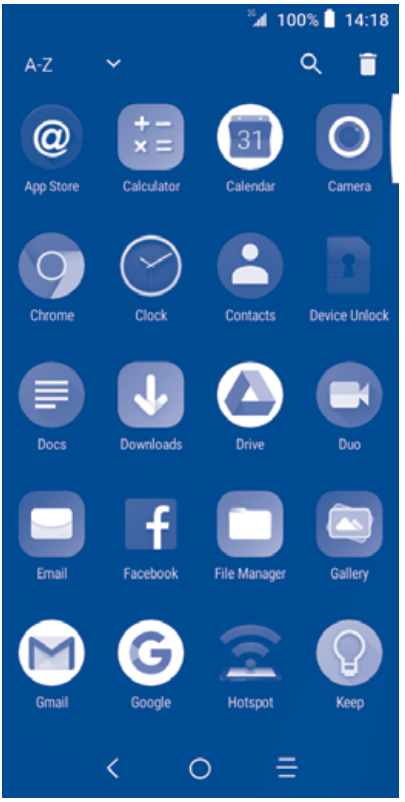
The Status bar appears at the top of your Home screen. You will find icons indicating your device's status and new notification alerts appear in the Status bar.

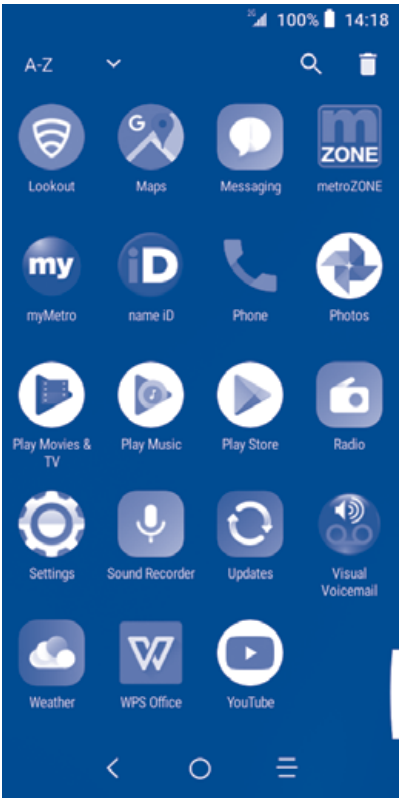
Icon	Status
	Bluetooth® active
	Wi-Fi® active
	Network (full signal)
	Network (roaming)
	4G LTE data service
	3G data service
	Airplane mode
	Alarm set
	Battery (charging)
	Battery (fully charged)
	New message

1.5 Applications

1.5.1 App List

Press the Application icon from the idle screen to access the **App list**.





1.5.2 Add/Remove Application

1. **Add:** You can touch and hold a folder, an application, or a widget to activate the Move mode and drag the item to any Home screen you prefer.
2. **Reposition:** Touch and hold the item to be repositioned to activate the Move mode, drag the item to the desired position and then release.

   You can move items both on the Home screen and the Favorite tray. Hold the icon on the left or right edge of the screen to drag the item to another Home screen.
3. **Remove:** Touch and hold the item to be removed to activate the Move mode, drag the item up to the top of the icon, and release after the item turns red.

4. **Create folders:** To improve the organization of items (shortcuts or applications) on the Home screen, you can create a folder by stacking one app on top of another. To rename a folder, open it and touch the folder's title bar to input the new name.

5. **Wallpaper customization:**

You can change your wallpaper in two different ways:

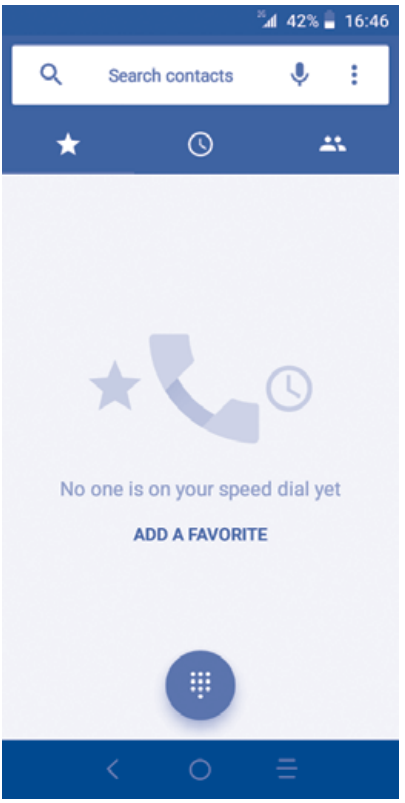
i Touch and hold an empty area on the **Home screen** and then select **WALLPAPERS** from bottom options. Slide left and right to view and select one **Wallpaper** image options, select Set wallpaper on top left bar and then select **Home screen** to set image as Home screen. You can set different wallpapers for Lock screen and Home screen.

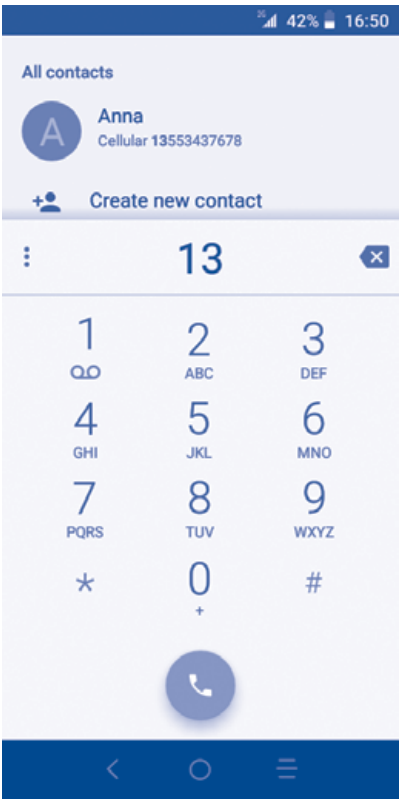
ii Change your wallpaper by going to **Settings > Display > Wallpaper**.

2 Calls

2.1 Placing a Call

You can easily place a call using Call from the Home screen.

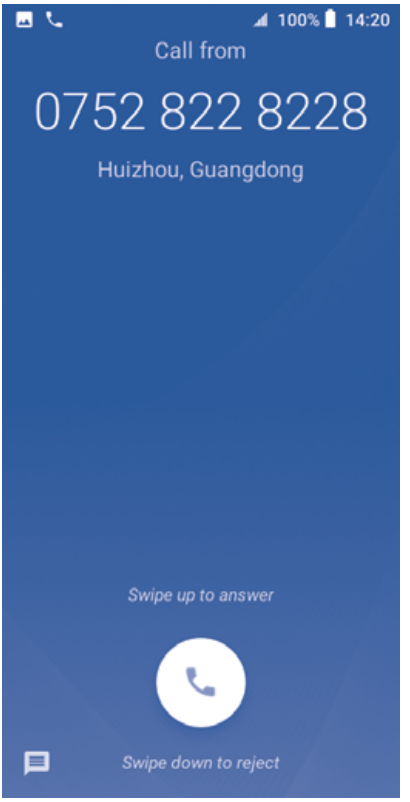




Enter the desired number from the keyboard directly and touch to place the call or select a contact from or by sliding or touching tabs, then to make the call.

The number you entered can be saved to **Contacts** by touching **Create new contact** or **Add to a contact**. If you make a mistake, you can delete the incorrect digits by touching .

To hang up a call, touch .



When you receive a call:

- Slide up the icon or touch **ANSWER** to answer.
- Slide down the icon or touch **DECLINE** to reject;
- Touch the icon to reject the call by sending a preset message.

To mute the ringtone volume of an incoming call, press the **Volume Up/Down Key**.

Note: For your convenience, your phone features a unique Reversible UI functionality that can accept calls even in the upside down position.

2.2 International Call

To dial an international call, long press 0+ to enter "+", then enter the international country prefix followed by the full phone number and touch .

2.3 Wi-Fi Calling

Wi-Fi Calling allows you to make and receive phone calls and messages over a Wi-Fi connection.

To use Wi-Fi Calling, please use the SIM card shipped with your device. A different SIM card may not work with the Wi-Fi Calling feature.

Important!

- You must have an E911 address registered with your account in order to use Wi-Fi Calling. You can register an E911 address via the myMetro® Android™ app that is either preinstalled on your phone, or available for download from the Google Play™ Store. If you do not have an Android smartphone, you can call 611 to update the address.
- Log into your account at https://www.metropcs.com/account/sign-in.html. Go to your profile, click Line Settings and select to edit your E911 Address. Check periodically to ensure your address is always up to date.
- Corporate accounts may require administrator assistance for 9-1-1 Address registration.

To enable/disable Wi-Fi Calling

1. From the home screen, touch **>** **> Settings > Calls > Wi-Fi calling**.
2. Touch **Enable Wi-Fi Calling** to activate/ deactivate the feature.

To change the connection preference for Wi-Fi Calling

1. Touch **>** **> Settings > Calls**.
2. Touch **Wi-Fi Calling > Preference**.
3. Touch the desired Wi-Fi Calling preference.

3 Contacts

3.1 Create a New Contact

1. From the Home screen, touch Application icon , and select **Contacts** icon .
2. Touch to create a new contact.
3. Enter contact's name and other contact information.
4. When finished, touch **SAVE** to Save.

3.2 Make a Call from Contact List

1. From the Home screen, touch **> Contacts** icon.
2. Touch a contact to view details, then touch to call.

4 Email

4.1 Set up Email Accounts

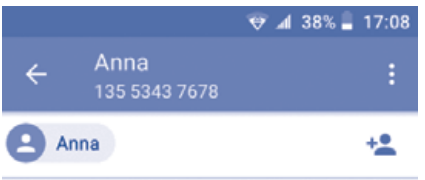
1. From the Home screen, touch **> Email** icon. An email wizard will guide you through the steps to set up an email account.
2. Enter the email address and password of the account you want to set up.
3. If the account you entered is not provided by your service provider in the device, you can touch **MANUAL SETUP** after entering the email address, select an account type and enter password of your email, then correctly fill in server and port in both **Incoming server settings** and **Outgoing server settings** interfaces. Finally touch **FINISH** to complete setup.

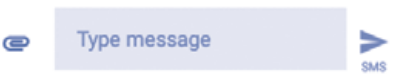
5 Messaging

Use the messaging feature to send and receive text (SMS) and multimedia (MMS) messages.

5.1 Create and Send a Message

1. From the Home screen, touch > **Messaging** icon to enter.
2. Touch to write text messages.
3. Enter the phone number of the recipient in the bar at the top of the page or touch to add recipients.
4. Press the **Type message** bar to enter the text of the message.
5. Press the icon to send text messages.





An SMS message of more than 160 characters will be charged as several SMS. A counter will be on the right of the text box to remind you how many characters are allowed to be entered in one message.

Note: Specific letters (accented) will also increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

5.2 Send a Multimedia Message

MMS enables you to send video clips, images, animations, slides and sounds to other compatible mobiles and e-mail addresses.

An SMS will be converted to MMS automatically when media files (image, video, audio, etc.) are attached or subject or email addresses are added.

To send a multimedia message, enter the recipient's phone number in the **To** bar and touch the Type message bar to enter the text of the message. Touch the icon to attach a picture, video, audio and so on.

When finished, touch MMS to send the multimedia message.

Note: Data must be turned on to successfully send MMS messages.

6 Getting Connected

6.1 Web Browser

From the **Home** screen, touch **> Chrome** . A web browser with which you can surf the Internet.

Your bookmarks, browsing history, and settings across all devices with the browser installed can be synchronised with your Google account.

6.2 Accessing Files

To access media files and photos saved on your device or to transfer files from your device's microSD card (sold separately) to your computer, follow these steps:

To connect device to PC

1. Use the USB cable that came with your device to connect the device to a USB port on your computer. You will receive a notification that the USB is connected.
2. If you use MTP or PTP, your phone will be automatically connected.

Note: Before using MTP, make sure that the driver (Windows Media Player 11 or higher version) has been installed.

To locate data you have transferred or downloaded to your microSD card/internal storage:

- Touch to open the applications list.
- Touch **File Manager** .

All data you have downloaded is stored in File Manager. Here you can view media files (videos, photos, music and others), rename files, install applications into your device, etc.

6.3 Data Sharing

You can share your device's mobile data connection with a single computer via USB cable (USB tethering) or with up to eight devices at once by turning your device into a portable Wi-Fi hotspot.

To turn on USB tethering or Wi-Fi Hotspot:

1. Touch **Settings > Network & internet > Tethering & mobile hotspot**.
2. Touch the switch of **USB tethering** to activate this function.
3. Touch **Wi-Fi Hotspot** then touch the switch to activate this function.

Note: These functions may incur additional network charges from your network operator. Extra fees may also be charged in roaming areas.

6.4 Bluetooth®

Your device comes with Bluetooth connectivity, a wireless technology that enables a data connection between your device and a Bluetooth headset or other Bluetooth device (sold separately).

6.4.1 Connect to Bluetooth

1. From the Home screen, touch **> Settings > Connected devices**.
2. Touch the switch of **Bluetooth** to activate this function.
3. The device will automatically search for device.
4. Select the desired **Bluetooth** device to pair with your device.

7 Volume & Rringtone

Adjust In-call Volume

While on a call, press the **Volume Up/Down Key** to adjust volume.

Adjust Ringtone and Volume

1. From the Home screen, touch **> Settings > Sound**.
2. Position the slider to adjust volume for **Media**, **Alarm**, **Ring**, or **Notification** separately.
3. Touch **Advanced** to get more settings.

8 Software Updates

To access Software Updates, follow the these steps:

1. Connect your device to a Wi-Fi network and make sure it has a strong data connection.
2. Ensure your battery is fully charged before starting the software update. Your device's current battery level can be found on your device under **Settings > Battery**.
3. From the Home screen, touch **> Settings > System > About phone > System updates**.

4. Touch **Check for update** and the device will search for the latest software.
5. If software update is available, click on **Download update**. Once the software is downloaded, touch **Install update > Install**.
6. Now your device has the latest version of the software.

9 Security

To help prevent others from using your device without your permission, activate the following security options:

From the Home screen, touch **> Settings > Security & location > Device security**.

9.1 Screen Lock

- **None:** Touch to disable screen unlock security.
- **Swipe:** Touch to enable slide unlock mode.
- **Pattern:** Touch to draw a pattern to unlock screen.
- **PIN**: Touch to setup a numeric PIN to unlock screen.
- **Password**: Touch to setup a password to unlock screen.

Safety and Use

We recommend that you read this chapter carefully before using your mobile phone. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

Traffic Safety

Given that studies show that using a mobile device while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset, etc.), drivers are requested to refrain from using their mobile device when the vehicle is not parked. Check the laws and regulations on the use of wireless mobile devices and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas.

When driving, do not use your mobile device and headphone to listen to music or to the radio. Using a headphone can be dangerous and forbidden in some areas.

When switched on, your mobile device emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- Do not place your mobile device on top of the dashboard or within an airbag deployment area,
- Check with your car dealer or the car manufacturer to make sure that the car's electronic devices are shielded from mobile device RF energy.

Conditions of Use

You are advised to switch off the mobile device from time to time to optimize its performance.

Remember to abide by local authority rules of mobile device use on aircrafts.

Operational Warnings: Obey all posted signs when using mobile devices in public areas.

- Turn off your mobile device in any location where posted notices instruct you to do so. In an aircraft, turn off your mobile device whenever instructed to do so by airline staff. If your mobile device offers an airplane mode or similar feature, consult airline staff about using it in flight.

- Switch the mobile device off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, mobile devices can interfere with other electrical or electronic devices, or equipment using radio frequency.
- Switch the mobile device off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, gas station, or chemical plant, or in any potentially explosive atmosphere.
- When the mobile device is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker or insulin pump. In particular when using the mobile device you should hold it against the ear on the opposite side to the device, if any.

Note: Using your device in landscape mode with polarized sunglasses on may cut light from the screen. Take your polarized sunglasses off or use your device in portrait orientation to continue use.

Read and follow the directions from the manufacturer of your implantable medical device. If you have any questions about using your mobile device with your implantable medical device, consult your healthcare provider.

It is recommended to have proper supervision while small children use your mobile device.

Do not attempt to disassemble your phone. If you disassemble your phone, the warranty will not apply.

Always handle your mobile device with care and keep it in a clean and dust-free place.

Do not allow your mobile device to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc.). The manufacturer's recommended operating temperature range is 0°C (32°F) to +50°C (122°F)

Note: The max value depends on the device condition, materials around it and the housing paint and texture.

Over 50°C (122°F) the legibility of the mobile device's display may be impaired, though this is temporary and not serious.

Do not open or attempt to paint or repair your mobile device.

Do not drop, throw or try to bend your mobile device.

Do not use the mobile device if the screen is damaged, cracked or broken to avoid any injury.

Use only batteries, battery chargers, and accessories which are recommended by TCL Communications Ltd. and its affiliates and are compatible with your mobile device model. TCL Communications Ltd. and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Your mobile device should not be disposed in municipal waste. Please check local regulations for disposal of electronic products.

Remember to make back-up copies or keep a written record of all important information stored in your mobile device.

Some people may suffer epileptic seizures or blackouts when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your mobile device. Parents should monitor their children's use of video games or other features that incorporate flashing lights on the mobile devices. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please take the following safety precautions:

- Play at the farthest distance possible from the screen.

When you play games on your mobile device, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow these instructions to avoid problems, such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders:

- Take a minimum of a 15-minute break every hour of game playing.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

Privacy

Please note that you must respect the laws and regulations of your jurisdiction or other jurisdiction(s) where you will use your mobile device regarding taking photographs and recording sounds with your mobile device. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and reproduce or distribute them, as this may be considered to be an invasion of privacy.

It is the user's sole responsibility to ensure that prior authorization be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your mobile device (including the operator) disclaim any liability which may result from the improper use of the mobile device.

Battery and Accessories

For a non-unibody device:

Observe the following precautions:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns);
- Do not puncture, disassemble, or cause a short circuit in the battery;
- Do not burn or dispose of a used battery in household garbage or store it at temperatures above 60°C (140°F).

Batteries must be disposed of in accordance with locally applicable environmental regulations. Only use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by TCL Communication Ltd. and/or its affiliates.

For a non-unibody device with a non-removable battery:

Observe the following precautions:

- Do not attempt to eject, replace, or open the battery;
- Do not puncture, disassemble, or cause a short circuit in the battery;
- Do not burn or dispose of your phone in household garbage or store it at temperature above 60°C (140°F).

Phone and battery must be disposed of in accordance with locally applicable environmental regulations.

For a unibody device:

Observe the following precautions:

- Do not attempt to open the back cover;
- Do not attempt to eject, replace, or open the battery;
- Do not puncture the back cover of your phone;
- Do not burn or dispose of your phone in household rubbish or store it at temperature above 60°C (140°F);

Phone and battery as a unibody device must be disposed of in accordance with locally applicable environmental regulations.

This symbol on your phone, the battery, and the accessories means that these products must be taken to collection points at the end of their life:

- Municipal waste disposal centers with specific bins for these types of equipment;
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

In European Union countries:

- These collection points are accessible free of charge.
- All products with this sign must be brought to these collection points.

In non-European Union jurisdictions:

- Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.
- In the United States you may learn more about CTIA's Recycling Program at http://www.gowirelessgogreen.org/

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

WARNING: Cancer and Reproductive Harm - www.P65Warnings.ca.gov

Chargers

Home A.C./ Travel chargers will operate within the temperature range of: 0°C (32°F) to 45°C (113°F).

The chargers designed for your mobile device meet with the standard for safety of information technology equipment and office equipment use. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

The charger shall be installed near the device and shall be easily accessible.

Travel charger: 100-240V, 50/60Hz, 0.2A

Output: 5V, 1A

Radio Waves

THIS MOBILE DEVICE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your mobile device is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio-frequency (RF) energy. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. These guidelines include a substantial safety margin designed to ensure the safety of all persons, regardless of age and health.

The exposure standard for mobile devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by public authorities such as the Federal Communications Commission of the US Government (FCC), or by Industry Canada, is 1.6 W/kg averaged over 1 gram of body tissue. Tests for SAR are conducted using standard operating positions with the mobile device transmitting at its highest certified power level in all tested frequency bands.

The FCC has granted an Equipment Authorization for this model device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model device is on file with the FCC and can be found under the Display Grant section of http://www.fcc.gov/oet/ea/fccid after searching on FCC ID:2ACCJH094.

Although the SAR is determined at the highest certified power level, the actual SAR level of the mobile device while operating can be well below the maximum value. This is because the mobile device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output of the mobile device. Before a mobile device model is available for sale to the public, compliance with national regulations and standards must be shown. The highest SAR value for this model mobile phone when tested is 1.01 W/Kg for use at the ear and 1.18 W/Kg for use close to the body.

While there may be differences between the SAR levels of various mobile devices and at various positions, they all meet the government requirement for RF exposure. For body-worn operation, the device has been tested when positioned a minimum of 10 mm from the body without any metal parts in the vicinity of the device or when properly used with an appropriate accessory and worn on the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines. Additional information on SAR can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site: http://www.phonefacts.net

The World Health Organization (WHO) considers that present scientific information does not indicate the need for any special precautions for use of mobile devices. If individuals are concerned, they might choose to limit their own or their children's RF exposure by limiting the length of calls, or using "hands-free" devices to keep mobile devices away from the head and body. (fact sheet n°193). Additional WHO information about electromagnetic fields and public health are available on the following website: http://www.who.int/peh-emf.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

For the receiver devices associated with the operation of a licensed radio service (e.g. FM broadcast), they bear the following statement:

This device complies with Part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference.

For other devices, they bear the following statement:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference

(2) This device must accept any interference received, including interference that may cause undesired operation.

Your mobile device is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it. As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or USB data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the mobile device at least 10 mm away from the body.

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Alcatel 5059Z

Bluetooth® Declaration ID D038401

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US Information Concerning the Federal CommunicationsCommission ("FCC") Requirements for Hearing Aid Compatibility with Wireless Devices

When wireless devices are used near hearing devices (such as hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference, and wireless devices also vary in the amount of interference that they generate.

The wireless telephone industry has developed ratings to assist hearing device users in finding wireless devices that may be compatible with their hearing devices. Not all wireless devices have been rated. Wireless devices that are rated will have the rating displayed on the box together with other relevant approval markings.

The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device is vulnerable to interference, you may not be able to use a rated wireless device successfully. Consulting with your hearing health professional and testing the wireless device with your hearing device is the best way to evaluate it for your personal needs.

This smartphone has been tested and rated for use with hearing aids for some of the wireless technologies that the smartphone uses. However, other wireless technologies may be used in this smartphone that have not been tested for use with hearing aids. It is important to try the different features of your smartphone thoroughly and in different locations to determine if you hear any interfering noise when using this smartphone with your hearing aid or cochlear implant. Consult your wireless service provider about its return and exchange policies, and for information about hearing aid compatibility.

Hearing aid compatibility rating for this smartphone: M4/T3

How the ratings work

M-Ratings: Wireless devices rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than wireless devices that are not labeled. M4 is the better or higher of the two ratings.

T-Ratings: Wireless devices rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T Switch" or "Telephone Switch") than unrated wireless devices. T4 is the better or higher of the two ratings. (Note that not all hearing devices have telecoils in them.)

Hearing devices may also be measured for immunity to this type of interference. Your hearing device manufacturer or hearing health professional may help you find results for your hearing device. The more immune your hearing aid is, the less likely you are to experience interference noise from wireless devices.

For more information about the actions that the FCC has taken with regard to hearing aid compatibility with wireless devices and other steps that the FCC has taken to ensure that individuals with disabilities have access to telecommunications services, visit www.fcc.gov/cgb/dro.

General Information

- **Website:** https://us.alcatelmobile.com
- **Facebook:** https://www.facebook.com/alcatelmobileus
- **Twitter:** https://twitter.com/alcatelmobileus
- **Hotline Number:** In the United States, call 855-368-0829 for technical support.
- **Electronic labeling path:** Touch **Settings > System > Regulatory & Safety** or press *#07#, you can find more information about labeling [1], such as FCC ID.

On our Internet site, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by e-mail to ask any questions you may have.

An electronic version of this user guide is available in English and other languages according to availability on our server:

[1] This may vary depending on country.

Your phone is a transceiver that operates on GSM in quad-band (850/900/1800/1900 MHz), UMTS in tri-band (B2/4/5), or LTE in hexa-band (B2/4/5/12/66/71).

Company Address:

5/F, Building 22E, 22 Science Park East Avenue, Hong Kong Science Park, Shatin, NT, Hong Kong

Disclaimer

There may be certain differences between the user manual description and the device's operation, depending on the software release of your device or specific operator services.

TCL Mobile shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively.

MetroPCS Information

Service

You will need the following information when activating service:

- Your name, address and an eight-digit number that you will use to access your account (your personal identification number "PIN").
- Your serial number (IMEI) and SIM card number. If your phone has a removable battery, to locate the serial number, remove the phone from the box and remove the battery cover from the phone. The serial number is located near the bar code. It will be either 14 or 18 digits. If your phone does not have a removable battery, check the box label or phone settings to locate the serial number. The SIM card number can be located below the bottom bar code on the back of the SIM card holder.
- Your choice of MetroPCS plan and services including unlimited data, talk and text plans.
- Install the battery, if applicable, and SIM card in your new phone by following the step by step instructions in this phone's User Guide.
- Once your phone is powered up, dial 1.888.8metro8 (1.888.863.8768) to connect with an activation representative who will assist you in activating your phone. You can also activate your phone online by visiting metropcs.com. (As soon as your service is activated, be sure to fully charge the phone's battery before using it again.)

Don't hesitate to ask your MetroPCS representative for more information on additional features and services or visit metropcs.com.

Account Detail:

- **Text Message Reminder**. MetroPCS provides a text message reminder on your phone before payment is due.
- **E-statement**. View your statement summary online. (Only available in select states.)
- **Call Detail**. View your call detail online for a listing of all local calls made during the service cycle. (Additional charge applies.)

Payment Options:

There are several ways to pay for your MetroPCS service.

- **Auto Pay**. Your credit or debit card is automatically debited two days before payment is due.
- **Express Pay**. Pay by credit or debit card online at metropcs.com.
- **By Mail**. Include your account number and phone number on your check or money order and mail to: MetroPCS, P.O. Box 5119, Carol Stream, IL 60197-5119.
- **By Phone via Automated System**. Pay by credit or debit card from your MetroPCS phone by dialing 1.888.8metro8. (Convenience fee applies.)
- **Store Payment Machine**.* Accepts cash, debit or credit card (with PIN). (Convenience fee applies.)
- **Over the Counter**.* Pay at an Authorized Payment Location with cash, check, credit or debit card.
- **eWallet**. Sign up for MyAccount through metropcs.com and create your own secure eWallet where you can safely store cards for quick payment and set up auto pay.
- **Text to Pay**. The secure and easy way to pay your monthly MetroPCS service. Register your credit or debit card with the MetroPCS eWallet service and simply respond to a text from PAYNOW (729699) to pay.

* Not available at all locations.

MyMetro®

- Manage your MetroPCS account right on your phone.

By dialing any of the customer service numbers you can change your rate plan, change your features and pay for service. Just follow the instructions on your phone.

For Assistance:

Please visit your local MetroPCS store or refer to the following options if you need additional assistance.

- Sign up for MyAccount to view account details, check your balance, make a payment, manage eWallet and more.
- MetroPCS automated customer service from any phone: 1.888.8metro8 and follow the prompts (1.888.863.8768)
- Online information: metropcs.com

Please follow us at:

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Your device may not work if you alter its original software. This device will only operate with firmware versions that have been approved for use by MetroPCS and the device manufacturer. If unauthorized firmware is placed on the device it will not function.

Hearing aid compatibility: This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

Your phone's GPS system is enabled by default in order to permit use of planned future services; see your phone's manual for instructions should you wish to disable your GPS for non-911 purposes.

MetroPCS Terms and Conditions of Service

For the most recent and up-to-date version of the MetroPCS Terms and Conditions of Service to which you agree and will be bound when you activate, use, change or pay for your MetroPCS service, please visit metropcs.com/terms.

Welcome to MetroPCS. We are pleased that you have selected us as your wireless carrier. Our Terms and Conditions of Service are available at https://www.metropcs.com/terms-conditions/terms-conditions-service.html. These Terms and Conditions of Service apply to all devices and wireless services provided by us to you and consist of several parts, which may be amended from time to time.

In the event that the terms and conditions relating to a feature you may have selected or may be included in your Rate Plan conflict with the MetroPCS Terms and Conditions of Service, the MetroPCS Terms and Conditions of Service shall control.

By: (a) giving us a written or electronic signature or telling us orally that you accept the MetroPCS Terms and Conditions of Service; (b) activating Service (if you are a new subscriber); (c) using your Service after your Service is activated or after you make a change or addition to your Service; (d) paying for the Service; or (e) failing to activate Service within 30 days after the purchase of your wireless device, unless you return your wireless device within MetroPCS' applicable return period, you agree to the MetroPCS Terms and Conditions of Service and the terms and conditions of service and use related to any feature you may have selected or may be included in your Rate Plan, including, but not limited to:

- You waive your right to a jury trial in disputes with MetroPCS;
- Your disputes with MetroPCS will be decided by an arbitrator;
- You waive your right to institute or participate in class action litigation against MetroPCS;
- You will provide MetroPCS with accurate information about yourself;
- MetroPCS may communicate with you from time to time about your Service;
- You will pay all taxes and regulatory fees even if your rate plan is inclusive of taxes and regulatory fees; and
- MetroPCS may terminate your Service if you fail to timely pay for your Service or violate the Terms and Conditions of Service in any way, including abuse of the Service or violations of applicable laws.

Customer Service. If you have any questions regarding your Service or information in this Agreement, you may call our activation center at 1-888-8metro8 (1.888.863.8768).

Billing for Premium and Third-Party Services

California Residents Only

Certain parties besides MetroPCS have the ability to place charges on your bill for premium services. You may access these services and authorize the placement of charges on your bill through your phone or online account. MetroPCS also provides customers, at no additional cost, with the ability to restrict the placement of charges for premium and third-party services on your account. Contact customer care or go to www.metropcs.com/blocking for more information.

12 Month Limited Warranty

For Warranty information and support, please visit https://us.alcatelmobile.com/warranty/.

Recycling Information

For more information on Electronic Recycling:

1) Visit Alcatel Electronic Recycling Program website at https://us.alcatelmobile.com/accessibility-compliance/electronic-recycling-program/, or
2) Call Alcatel US Customer Support at 1-855-368-0829.

Battery Recycling (USA & Canada):

Alcatel partners with Call2Recycle® to offer a safe and convenient battery recycling program. For more information on our Battery Recycling Program, please visit the USA and Canada website at https://us.alcatelmobile.com/accessibility-compliance/battery-recycling/ and https://ca.alcatelmobile.com/accessibility-compliance/battery-recycling/.

Troubleshooting

Before contacting the service center, here are some instructions to help you troubleshoot your device:

- You are advised to fully charge the battery for optimal operation.
- Avoid storing large amounts of data on your phone as this may affect its performance.
- Update your phone's software via the **Updates** application. Or you can touch **Settings > System > About phone > System Updates** to update software.
- Reset your phone via **Factory reset**. You can touch **Settings > System > Reset options > Erase all data (Factory reset)**, and then touch **RESET PHONE**.

and carry out the following checks:

My phone can't be switched on or is frozen

- Check the battery power level, charge for at least 20 minutes.
- If it still does not work, please reset the phone using the Power key and the Volume up key.

My phone has not responded for several minutes

- Restart your phone by pressing and holding the Power key.

My phone turns off by itself

- Check that your screen is locked when you are not using your phone, and make sure the **Power** key is not mis-contacted due to unlocked screen.
- Check the battery charge level.

My phone can't charge properly

- Make sure that your battery is not completely discharged; if the battery power is empty for a long time, it may take around 20 minutes to display the battery charger indicator on the screen.
- Make sure charging is carried out under normal conditions (0°C (32°F) to +50°C (122°F)).
- When abroad, check that the voltage input is compatible.

My phone can't connect to a network or "No service" is displayed

- Try connecting in another location. Verify the network coverage with your operator.
- Verify the network coverage with your service provider.
- Check with your service provider that your SIM card is valid.
- Try selecting the available network(s) manually.
- Try connecting at a later time if the network is overloaded.

My phone can't connect to the internet

- Check that the IMEI number (press *#06#) is the same as the one printed on your warranty card or box.
- Make sure that the internet access service of your SIM card is available.
- Check your phone's internet connection settings.
- Make sure that you are in a place with network coverage.
- Try connecting at a later time or another location.

Invalid SIM card

- Make sure that the SIM card has been correctly inserted (see "Inserting or removing the SIM card").
- Make sure that the chip on your SIM card is not damaged.
- Make sure that the service of your SIM card is available.

My phone can't make outgoing calls

- Make sure that you have dialled a valid number and have touched **Call**.
- For international calls, check the country and area codes.
- Make sure that your phone is connected to a network, and the network is not overloaded or unavailable.
- Check your subscription status with your operator (credit, SIM card valid, etc.).
- Make sure that you have not barred outgoing calls.
- Make sure that your phone is not in airplane mode.

My phone can't receive incoming calls

- Make sure that your phone is switched on and connected to a network (check for overloaded or unavailable network).

- Check your subscription status with your operator (credit, SIM card valid, etc.).
- Make sure that you have not forwarded incoming calls.
- Make sure that you have not barred certain calls.
- Make sure that your phone is not in airplane mode.

The caller's name/number doesn't appear when a call is received

- Check that you have subscribed to this service with your operator.
- Your caller may have concealed his name or number.

I can't find my contacts

- Make sure that your SIM card is not broken.
- Make sure that your SIM card is inserted properly.
- Import all contacts stored in SIM card to phone.

The sound quality of the calls is poor

- Adjust the volume during a call by pressing the **Volume up/down** key.
- Check the network strength. Move to a location with stronger signal strength.
- Make sure that the receiver, connector or speaker on your phone is clean.

I can't use the features described in the manual

- Check with your operator to make sure that your subscription includes this service.
- Make sure that this feature doesn't require an Alcatel accessory.

When I select a number from my contacts, the number can't be dialled

- Make sure that you have correctly recorded the number in your file.
- Make sure that you have selected the country code when calling an international number.

I can't add a contact

- Make sure that your SIM card contacts are not full; delete some files or save the files to the phone.

My callers can't leave messages on my voicemail

- Contact your network operator to check service availability.

I can't access my voicemail

- Make sure that your operator's voicemail number is correctly entered in "Voicemail number".
- Try later if the network is busy.

I can't send and receive MMS

- Check your phone memory as it might be full.
- Contact your network operator to check service availability and MMS parameters.
- Verify the server centre number or your MMS profile with your operator.
- The server centre may be swamped. Try again later.

SIM card PIN locked

- Contact your network operator to obtain the PUK (Personal Unblocking Key) code.

I can't connect my phone to my computer

- Check that your USB driver is installed properly.
- Check that you have marked the USB debugging checkbox.
- Make sure that you're using the right cable from the box.

I can't download new files

- Make sure that there is sufficient phone storage space for your download.
- Select the microSD card as the location to store downloaded files.
- Check your subscription status with your operator.

The phone can't be detected by others via Bluetooth

- Make sure that Bluetooth is turned on and your phone is visible to other users.
- Make sure that the two phones are within Bluetooth's detection range.

The battery drains too fast

- Make sure that you follow the complete charge time with default charger (minimum 140 minutes).

- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication.
- Adjust the brightness of screen as appropriate.
- Extend the email auto-check interval for as long as possible.
- Update news and weather information on manual demand, or increase their auto-check interval.
- Exit background-running applications if they are not being used for extended periods of time.
- Deactivate Bluetooth, Wi-Fi, or GPS when not in use.

The phone becomes warm following prolonged calls, game playing, internet surfing or running other complex applications

- This heating is a normal consequence of the CPU handling excessive data. Ending the above actions will make your phone return to normal temperature.

After Factory reset is performed, I can't use my phone without entering Google account credentials

- After reset is performed, you must enter the original Google account credentials that were used on this phone.
- If you don’t remember your Google account credentials, complete Google account recovery procedures.
- If you still cannot access your phone, apply to the authorised repair centre, but remember that it will not be regarded as warranty case.

The phone doesn't ring when a call or message arrives

- Make sure that Do Not Disturb mode (go to **Settings > Sound & notification > Do Not Disturb**) is not activated.
- Press the **Volume up/down** key to adjust volume.

I forget some passwords/codes/keys on phone

- Perform **Factory reset**.
- If you still cannot access your phone, apply to the authorised repair centre, but remember that it will not be regarded as warranty case.

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